

September 26, 2013

via ECFS

Marlene Dortch Secretary Federal Communications Commission 445 12th Street, SW Room TW-A325 Washington, DC 20554

Re: Connect America Fund, Phase I Round 2 ("CAF");

WC Docket No. 10-90:

Shenandoah Cable Television, LLC; Challenge to CenturyLink ("CenturyLink")

Elections for 27 census blocks in West Virginia

Dear Mrs. Dortch:

Shenandoah Cable Television, LLC ("Shentel") submits this letter to challenge CenturyLink's election to receive CAF funding in areas that we serve. Consistent with the Commission's goals, CAF support should not be available to fund overbuilds of areas that are already served.¹

Background. On August 20, 2013, CenturyLink submitted a letter to the FCC with a list of census blocks where it proposes to deploy broadband-capable infrastructure with CAF support.² The Commission required carriers to make their elections based on the areas shown as unserved on the then-current version of the National Broadband Map ("Map").³ The Map, however, incorrectly identified as unserved the 27 census blocks listed on Exhibit A.

¹ In the Matter of Connect America Fund, Report and Order, 28 FCC Rcd 7766 ¶ 28 (rel. May 22, 2013) ("CAF Challenge Order") (concluding that the challenge process will "improve the accuracy and efficacy of a second round of Phase I support, allowing support to be appropriately targeted to unserved areas consistent with [the Commission's] overarching goals for Phase I."); see also, In the Matter of Connect America Fund; A National Broadband Plan for Our Future; Establishing Just and Reasonable Rates for Local Exchange Carriers; High-Cost Universal Service Support; Developing an Unified Intercarrier Compensation Regime; Federal-State Joint Board on Universal Service; Lifeline and Link-Up; Universal Service Reform -- Mobility Fund, Report and Order and Further Notice of Proposed Rulemaking, 26 FCC Rcd 17663 ¶ 20 (2011) ("The CAF will help make broadband available to homes, businesses, and community anchor institutions that do not, or would not otherwise, have broadband ... [and] will rely on incentive-based, market-driven policies, including competitive bidding, to distribute universal service funds as efficiently and effectively as possible.").

² Letter re: Election of 2013 CAF Support, WC Docket No. 10-90, from Melissa E. Newman, Senior Vice President, CenturyLink to Marlene Dortch, Secretary, Federal Communications Commission (August 20, 2013) (available via Electronic Comment Filing System) ("CenturyLink Election Letter").

³ 47 CFR § 54.312(c)(5); CAF Challenge Order ¶ 29.

Challenge. Accordingly, we submit this challenge to show that the census blocks on Exhibit A are in fact served by an unsubsidized provider—Shentel—with fixed Internet access with speeds of 3 Mbps/768 kbps or higher.⁴

Documented Evidence in Support of Challenge. In support of our challenge, we submit the following documented evidence⁵:

- Exhibit A: A listing of the census blocks served by Shentel as well as the speeds offered in those areas.
- Exhibit B: A signed certification from Shentel's Vice President of Wireline and Engineering under penalty of perjury that Shentel offers 3 Mbps/768 kbps fixed Internet service to customers in each of the census blocks listed on Exhibit A.⁶
- Exhibit C: Customer bills (redacted to preserve customer privacy), identifying the
 census block each customer resides in as well as the advertised speed tier the
 customer subscribes to.⁷
- Exhibit D: Maps showing the overlap of Shentel's coverage area (in green) and the census blocks identified on Exhibit A (in red).

Conclusion. Accordingly, Shentel serves the census blocks listed on Exhibit A with fixed Internet access with speeds of 3 Mbps/768 kbps or greater. The Bureau should deem these blocks as served for purposes of CAF Phase and determine that CenturyLink cannot meet its build-out obligations under CAF Phase I by deploying to these blocks. 8

Singerely,

Raymond B. Ostroski, Esq.

Vice President and General Counsel

⁴ 47 CFR § 54.312(c)(7); CAF Challenge Order ¶ 32 (allowing challengers to demonstrate that the block is in fact served by fixed Internet access with speeds of 3 Mbps/768 kbps).

⁵CAF Challenge Order ¶ 33 (requiring all filings in the challenge process to be supported by documented evidence).

⁶ *Id.* (citing an officer's certification as evidence the Bureau may consider in a challenge).

⁷ *Id.* (citing redacted customer billing records as evidence the Bureau may consider in a challenge).

⁸ 47 CFR § 54.312(c)(7) (if the Bureau determines that the "evidence presented makes it more likely than not that the census block should be designated as served by broadband with speeds of at least 3 Mbps downstream and 768 kbps upstream," the locations in that block will be treated as served and therefore ineligible to be counted towards the carrier's deployment obligations).

Exhibit A Census Blocks Served by Shentel

Shentel serves each census block below with fixed Internet access with speeds of 3 Mbps/768 kbps or higher.

Incorrectly designated as unserved.

FIPS	County	State	DN Speed	UP Speed	Submitted By
511119303002039	Lunenburg	VA	9	7	Block
510670201011012	Franklin	VA	9	7	Street
510670201011020	Franklin	VA	9	7	Block
510670201021032	Franklin	VA	9	7	Block
510670202001041	Franklin	VA	9	7	Street
510670202002062	Franklin	VA	9	7	Block
510670202003083	Franklin	VA	9	7	Street
510670204001077	Franklin	VA	9	7	Block
510670204001092	Franklin	VA	9	7	Block
510670204002048	Franklin	VA	9	7	Block
510670204002057	Franklin	VA	9	7	Street
510670207003002	Franklin	VA	9	7	Block
510670207003033	Franklin	VA	9	7	Block
510670207003035	Franklin	VA	9	7	Block
510670207003051	Franklin	VA	9	7	Block
510670207003052	Franklin	VA	9	7	Block
510670207003101	Franklin	VA	9	7	Block
510670208005038	Franklin	VA	9	7	Street
510670209002000	Franklin	VA	9	7	Block
510670209002004	Franklin	VA	9	7	Block
510670209002005	Franklin	VA	9	7	Block
510670209004014	Franklin	VA	9	7	Street
510310201022008	Campbell	VA	9	7	Street
510310201022019	Campbell	VA	9	7	Street
510310205001091	Campbell	VA	9	7	Street
511970503013039	Wythe	VA	9	7	Block
511970503022034	Wythe	VA	9	7	Block

Exhibit B Officer's Certification

- 1. My name is Edward H. McKay, and I am Vice President of Wireline and Engineering of Shentel. I certify as follows.
- 2. Shentel offers fixed Internet access with speeds of at least 3 Mbps/768 kbps to customers in the census blocks listed on Exhibit A.
- 3. I certify under penalty of perjury that the facts contained in this Officer's Certification and in the challenge letter are true and correct to the best of my knowledge, information, and belief.

Edward H. McKay

Vice President of Wireline and Engineering

Edward H. McKary

September 26, 2013

Exhibit C Customer Bills

Customer bills, redacted to preserve customer privacy, are attached.



Check here if providing any customer information on reverse side.

LAKEWOOD FOREST RD MONETA VA 24121-2542

STATEMENT INFORMATION

Statement: Billing Date Due Date: **Total Amount Due:** Amount Enclosed:

09/25/13 10/15/13 \$115.44

Please include your statement number on your check and make payable to: SHENTEL

> Shentel P.O. Box 37014 Baltimore, MD 21297-3014

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Please detach and return above portion with your payment



Always connected to you

To Reach Customer Service: Monday-Friday 8:00am-6:00pm Saturday 9:00am-1:00pm

Call: 1-800-SHENTEL

Write: P.O. Box 459, Edinburg, VA 22824

Web: www.shentel.com

🗘 STATEMENT SUMMARY

Stat	ement	Infor	mation
Stat	rennenn	111101	manon

Statement	
Bill Date	09/25/13
Due Date	10/15/13

Previous Charges

Previous Bill Amount	\$55.22
Payments Received	\$0.00
Balance Forward	\$55.22

Jurrent Charges	
Internet	\$59.95
Taxes & Surcharges	\$0.27
Total Current Charges	\$60.22

Total Amount Due \$115.44

Any unpaid balance is subjected to a \$5 late charge on 10/16/13

IMPORTANT MESSAGES

How to Contact Shentel

There are two easy ways to contact Shentel:

Call 1-800-SHENTEL 1-800-(743-6835)

Customers receive exceptional customer service and support from Shentel's well-trained, courteous representatives by dialing the toll-free number. Customer service is available Monday through Friday, 8 a.m.-6 p.m. and Saturday 9 a.m.-1p.m.

Customers may visit www.shentel.com

Enter a zip code in the search box to find answers to most questions. Customers can shop any time for products and services like Phone, TV and High-Speed Internet. We are always connected to you.



Bank Draft Authorization	Change of Billing Address
New Bank Draft Statement Name: Statement Number: Bank Name: Bank's Routing Number: Please include copy of voided check Signature:	Address Line 1:
Thank you for allowing SHENTEL to serve you. We are d Below you will find answers to the most frequently asked services. For more information, call toll free 1-800-SHEN	

Billing Information

Shentel bills one month in advance for all recurring monthly charges at the start of your bill cycle. PPV, tolls and other miscellaneous charges are billed in arrears. Any changes made to your service during the month will be reflected in your next monthly billing. If you add or remove a service, you will see a prorated charge or credit applied to your regular billing. Charges for new services begin the day the service is installed.

Payment Policy

Payment is due by the due date indicated on the front of your bill. Unpaid balances are subject to a late fee. Balances not paid in full from the prior month are past due and could lead to disconnection of services. You may avoid any late fees or service interruptions by making sure payment is received on or before the due date. Please allow five (5) business days for payments made at local banks.

The following are accepted methods of payment:

ONLINE:

www.shentel.com

MAIL:

PO Box 37014, Baltimore MD 21297

PHONE:

1-800-SHENTEL

BANK DRAFT:

See above

LOCAL BANKS:

Refer to www.shentel.com or contact

Customer Service for locations

IN PERSON:

Refer to www.shentel.com for locations

Reporting Service Problems

To reach Technical Support for any of your Shentel services call 24 hours a day, 7 days a week toll free 1-800-SHENTEL.

Disconnect Policy

Disconnection of services due to failure to pay may include any and all services. If service is disconnected, a reconnection fee will be required to restore service. We will attempt to notify you regarding your delinquent account by way of phone, written notice or email. If you receive a delinquency notice, your payment MUST be received in our office by the date indicated on the notice to avoid service interruption. If you feel you have received a notice in error or are unable to pay before the date indicated on the notice, you need to call our billing department to make arrangements before the disconnection date. In addition, Shentel reserves the right to deny service due to an outstanding or unsettled account balance.

Information on Services

For inquiries on billing and service requests, please contact Customer Service by dialing 1-800-SHENTEL or via our website www.shentel.com.

Cable Television Service

Shentel offers standard and premium Video Television programming. Pricing is subject to all state and local taxes and fees. Availability and channels vary by location.

Personal Internet Access Service

Shentel offers state-of-the-art high-speed Internet access.

Personal Telephone Service

Shentel provides personal telephone service, local calling and long distance telephone service to customers within our service area. Pricing is subject to all state and local taxes and fees. Telephone service is not available in all areas. Please contact Customer Service for more information.





Bill Date: 09/25/13

Amount Due: \$115.44



Know what's **below**. **Call before** you dig.

INTERNET

HALEKIAEI			
Service Charges f	or Carlotte		
Date	Description	Qty	Amount
09/25/13-10/24/13	10M Internet	1	\$49.95
09/25/13-10/24/13	Wired Cable Modem Rental	1	\$5.00
	Late Charge	1	\$5.00
Totals			\$59.95
Taxes, Fees & Sure		_	
	Description	Ta	ax Amount
	State Sales Tax		\$0.22
	Local Sales Tax		\$0.05
Totals			\$0.27
Total			\$60.22



Statement Number:

Bill Date: 09/25/13

Amount Due: \$115.44

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Check here if providing any customer information on reverse side.

LAKEWOOD FOREST RD MONETA VA 24121-2576

→ STATEMENT INFORMATION

Statement:
Billing Date
Due Date:
Total Amount Due:

09/16/13 10/06/13 \$152.67

Amount Enclosed:

Please include your statement number on your check and make payable to: SHENTEL

Shentel P.O. Box 37014 Baltimore, MD 21297-3014

<u> Սիմիհետաիրլիվիիրիիրիսիվիերըուհգանգում</u>

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Please detach and return above portion with your payment



Always connected to you

To Reach Customer Service: Monday-Friday 8:00am-6:00pm Saturday 9:00am-1:00pm

Call: 1-800-SHENTEL

Write: P.O. Box 459, Edinburg, VA 22824

Web: www.shentel.com

STATEMENT SUMMARY

Statement Information

Statement	
Bill Date	09/16/13
Due Date	10/06/13

Previous Charges

Previous Bill Amount	\$152.66
Payments Received	\$152.66 cr
Balance Forward	\$0.00

Current Charges

Cable	\$82.05
Internet	\$34.70
Telephone	\$26.17
Taxes & Surcharges	\$9.75
Total Current Charges	\$152.67

Total Amount Due \$152.67

Any unpaid balance is subjected to a \$5 late charge on 10/07/13

IMPORTANT MESSAGES

How to Contact Shentel

There are two easy ways to contact Shentel:

Call 1-800-SHENTEL 1-800-(743-6835)

Customers receive exceptional customer service and support from Shentel's well-trained, courteous representatives by dialing the toll-free number. Customer service is available Monday through Friday, 8 a.m.-6 p.m. and Saturday 9 a.m.-1 p.m.

Customers may visit www.shentel.com

Enter a zip code in the search box to find answers to most questions. Customers can shop any time for products and services like Phone, TV and High-Speed Internet. We are always connected to you.



Please check box on front of page if providing any customer information below.

Bank Draft Authorization	Change of Billing Address
☐ New Bank Draft ☐ Change Existing Bank Draf	Address Line 1:
Statement Name:	
• • • • • • • • • • • • • • • • • • • •	Address Line 2:
Statement Number:	- City:
Bank Name:	•····
	State:
Bank's Routing Number:	
Please include copy of voided check	Zip:
Signature:	
	-
	- .

Thank you for allowing SHENTEL to serve you. We are dedicated to providing you with the best service possible. Below you will find answers to the most frequently asked questions from our customers regarding SHENTEL services. For more information, call toll free 1-800-SHENTEL.

Billing Information

Shentel bills one month in advance for all recurring monthly charges at the start of your bill cycle. PPV, tolls and other miscellaneous charges are billed in arrears. Any changes made to your service during the month will be reflected in your next monthly billing. If you add or remove a service, you will see a prorated charge or credit applied to your regular billing. Charges for new services begin the day the service is installed.

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MAIL: PO Box 37014, Baltimore MD 21297

PHONE: 1-800-SHENTEL BANK DRAFT: See above

LOCAL BANKS: Refer to www.shentel.com or contact

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IN PERSON: Refer to www.shentel.com for locations

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Personal Telephone Service

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\$86.37

Bill Date: 09/16/13

Amount Due: \$152.67



Know what's **below**. **Call before** you dig.

CABLE

Service Charges f	or Carlo		
Date	Description	Qty	Amount
09/16/13-10/15/13	Triple Play Cable Cr	1	\$8.70 cr
09/16/13-10/15/13	Digital Essentials Cable	1	\$70.95
09/16/13-10/15/13	Copyright Fee	1	\$0.31
09/16/13-10/15/13	Broadcast TV Surcharge	1	\$2.54
09/16/13-10/15/13	1st HD/DVR Converter	1	\$16.95
Totals			\$82.05

Taxes, Fees	& Surcharges	
	Description	Tax Amount
	State Comm Tax	\$3.26
	Right-of-Way Fee	\$0.97
	FCC Regulatory Fee	\$0.09
Totals		\$4.32

LOCAL FRANCHISE AUTHORITIES

Franklin County 1255 Franklin Street, Suite 112 Rocky Mount, VA 24151 (540) 483-3030 VA0471

INTERNET

Total

Service Charges f Date	or Description	Qty	Amount
09/16/13-10/15/13	Triple Play Internet Cr	1	\$5.25 cr
	MACH II - Standard	1	\$39.95
Totals		,	\$34.70
Total			\$34.70

TELEPHONE

Service Charges f	or Telephone: Description	Qty	Amount
09/16/13-10/15/13 09/16/13-10/15/13	Triple Play Phone Cr EMTA Wired-Rent	1	\$3.95 cr \$5.00
09/16/13-10/15/13 09/16/13-10/15/13 Totals		1 1 -	\$0.17 \$24.95 \$26.17
Taxes, Fees & Sur	charges Description	Та	x Amount
	Federal Excise Tax State Comm Tax Public Utility Comm Fee State Sales Tax Local Sales Tax Universal Service Fee E-911 Fee USF Surcharge		\$0.71 \$1.18 \$0.04 \$0.22 \$0.05 \$0.03 \$0.75 \$2.45
Totals	Contraction of the Contraction o	:-	\$5.43

TELEPHONE

Service Charges for Telephone:	
Taxes, Fees & Surcharges Description	Tax Amount
Total	\$31.60



Statement Number:

Bill Date: 09/16/13

Amount Due: \$152.67

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Check here if providing any customer information on reverse side.



→ STATEMENT INFORMATION

Statement: Billing Date **Due Date:**

Total Amount Due: Amount Enclosed:

09/02/13 **09/21/13** \$161.27

3

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel P.O. Box 37014 Baltimore, MD 21297-3014

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Please detach and return above portion with your payment



Always connected to you

To Reach Customer Service: Monday-Friday 8:00am-6:00pm Saturday 9:00am-1:00pm

Call: 1-800-SHENTEL

Write: P.O. Box 459, Edinburg, VA 22824

Web: www.shentel.com

STATEMENT SUMMARY

Sta	temen	t Ini	forma	ation

Statement	
Bill Date	09/02/13
Due Date	09/21/13

Previous Charges

Previous Bill Amount	\$161.27
Payments Received	\$161.27 cr
Balance Forward	\$0.00

Current Charges

Cable	\$68.17
internet	\$44.31
Telephone	\$37.49
Taxes & Surcharges	\$11.30
Total Current Charges	\$161.27

Total Amount Due \$161.27

Any unpaid balance is subjected to a \$5 late charge on 09/22/13

1 IMPORTANT MESSAGES

How to Contact Shentel

There are two easy ways to contact Shentel:

Call 1-800-SHENTEL 1-800-(743-6835)

Customers receive exceptional customer service and support from Shentel's well-trained, courteous representatives by dialing the toll-free number. Customer service is available Monday through Friday, 8 a.m.-6 p.m. and Saturday 9 a.m.-1p.m.

Customers may visit www.shentel.com

Enter a zip code in the search box to find answers to most questions. Customers can shop any time for products and services like Phone, TV and High-Speed Internet. We are always connected to you.



Bank Draft Authorization	Change of Billing Address
☐ New Bank Draft ☐ Change Existing Bank Draft	Address Line 1:
Statement Name:	Address Line 2:
Statement Number:	Address Line 2.
	City:
Bank Name:	State:
Bank's Routing Number:	7in.
Please include copy of voided check	Zip:
Signature:	
Thank you for allowing SHENTEL to serve you. We are d Below you will find answers to the most frequently asked services. For more information, call toll free 1-800-SHEN	questions from our customers regarding SHENTEL
Billing Information	Disconnect Policy

Payment Policy

service is installed.

Payment is due by the due date indicated on the front of your bill. Unpaid balances are subject to a late fee. Balances not paid in full from the prior month are past due and could lead to disconnection of services. You may avoid any late fees or service interruptions by making sure payment is received on or before the due date. Please allow five (5) business days for payments made at local banks.

miscellaneous charges are billed in arrears. Any changes

made to your service during the month will be reflected in

your next monthly billing. If you add or remove a service, you will see a prorated charge or credit applied to your

regular billing. Charges for new services begin the day the

The following are accepted methods of payment:

ONLINE: www.shentel.com

MAIL: PO Box 37014, Baltimore MD 21297

PHONE: 1-800-SHENTEL See above

LOCAL BANKS: Refer to www.shentel.com or contact

Customer Service for locations

IN PERSON: Refer to www.shentel.com for locations

Reporting Service Problems

To reach Technical Support for any of your Shentel services call 24 hours a day, 7 days a week toll free 1-800-SHENTEL.

Disconnection of services due to failure to pay may include any and all services. If service is disconnected, a reconnection fee will be required to restore service. We will attempt to notify you regarding your delinquent account by way of phone, written notice or email. If you receive a delinquency notice, your payment MUST be received in our office by the date indicated on the notice to avoid service interruption. If you feel you have received a notice in error or are unable to pay before the date indicated on the notice, you need to call our billing department to make arrangements before the disconnection date. In addition, Shentel reserves the right to deny service due to an outstanding or unsettled account balance.

Information on Services

For inquiries on billing and service requests, please contact Customer Service by dialing 1-800-SHENTEL or via our website www.shentel.com.

Cable Television Service

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Personal Internet Access Service

Shentel offers state-of-the-art high-speed Internet access.

Personal Telephone Service

Shentel provides personal telephone service, local calling and long distance telephone service to customers within our service area. Pricing is subject to all state and local taxes and fees. Telephone service is not available in all areas. Please contact Customer Service for more information.



\$72.64

Bill Date: 09/02/13

Amount Due: \$161.27



Know what's **below**. **Call before** you dig.

CABLE

Service Charges	for the same		
Date	Description	Qty	Amount
09/02/13-10/01/13	3 Copyright Fee	1	\$0.31
09/02/13-10/01/13	Broadcast TV Surcharge	1	\$2.54
09/02/13-10/01/13	Cable Bundle Discount	1	\$5.63 cr
09/02/13-10/01/13	3 1st HD/DVR Converter	1	\$16.95
09/02/13-10/01/13	B Digital Essentials Cable	1	\$70.95
09/02/13-10/01/13	B HD/DVR 24 Month Promotion	1	\$16.95 cr
Totals			\$68 17

Taxes, Fees	s & Surcharges	
steadering a service	Description	Tax Amount
	State Comm Tax	\$3.42
	Right-of-Way Fee	\$0.97
	FCC Regulatory Fee	\$0.08
Totals		\$4.47

LOCAL FRANCHISE AUTHORITIES

Franklin County 1255 Franklin Street, Suite 112 Rocky Mount, VA 24151 (540) 483-3030 VA0471

INTERNET

Total

Service Charges for			
Date	Description	Qty	Amount
09/02/13-10/01/13	10M Internet	1	\$49.95
09/02/13-10/01/13	Net Bundle Discount	1	\$5.64 cr
Totals			\$44.31

Total \$44.31

TELEPHONE

Service Charges f	or Telephone:		
Date	Description	Qty	Amount
09/02/13-10/01/13	Wireless EMTA-Rent	1	\$8.00
09/02/13-10/01/13	LNP Surcharge	1	\$0.17
09/02/13-10/01/13	Unlimited Phone	1	\$39.95
09/02/13-10/01/13	Phone Bundle Discount	1	\$5.63 cr
09/02/13-10/01/13	EMTA Promo 12 Mo	1	\$5.00 cr
Totals			\$37.49

Taxes, Fees	& Surcharges	
	Description	Tax Amount
	State Sales Tax	\$0.12
	Local Sales Tax	\$0.03
	Federal Excise Tax	\$0.04 cr
	State Comm Tax	\$1.94
	Universal Service Fee	\$0.03
	Public Utility Comm Fee	\$0.08
	E-911 Fee	\$0.75
	USF Surcharge	\$3.92

TELEPHONE

Service Charges for Telephone: (540) 576-3549 Taxes, Fees & Surcharges	
Description	Tax Amount
Totals	\$6.83
Total	\$4 4.3 2



Statement Number:

Bill Date: 09/02/13

Amount Due: \$161.27

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Check here if providing any customer information on reverse side.



→ STATEMENT INFORMATION

Statement:
Billing Date
Due Date:
Total Amount Due:

09/16/13 10/06/13 \$164.32

Amount Enclosed: \$

Please include your statement number on your check and make payable to: SHENTEL

Shentel P.O. Box 37014 Baltimore, MD 21297-3014

<u>։ Որիսինակիկիրովիիրիկինիրինին բանակիկինի</u>

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Please detach and return above portion with your payment



Always connected to you

To Reach Customer Service: Monday-Friday 8:00am-6:00pm Saturday 9:00am-1:00pm

Call: 1-800-SHENTEL

Write: P.O. Box 459, Edinburg, VA 22824

Web: www.shentel.com

STATEMENT SUMMARY

Statement Information

Statement	
Bill Date	09/16/13
Due Date	10/06/13

Previous Charges

Previous Bill Amount	\$180.95
Payments Received	\$80.00 cr
Balance Forward	\$100.95

Current Charges

Internet	\$62.95
Taxes & Surcharges	\$0.42
Total Current Charges	\$63.37

Total Amount Due \$164.32

Any unpaid balance is subjected to a \$5 late charge on 10/07/13

(1) IMPORTANT MESSAGES

How to Contact Shentel

There are two easy ways to contact Shentel:

Call 1-800-SHENTEL 1-800-(743-6835)

Customers receive exceptional customer service and support from Shentel's well-trained, courteous representatives by dialing the toll-free number. Customer service is available Monday through Friday, 8 a.m.-6 p.m. and Saturday 9 a.m.-1p.m.

Customers may visit www.shentel.com

Enter a zip code in the search box to find answers to most questions. Customers can shop any time for products and services like Phone, TV and High-Speed Internet. We are always connected to you.



Please check box on front of page if providing any customer information below.

В	ank Draft Authorization		Change of Billing Address	\bigcup
☐ New Bank Dra Statement Name:			_ine 1:	_
Statement Number	er:		Line 2	
Bank Name:				
_	umber:e include copy of voided check	Zip:		
	······			
Below you will fi		d questions	providing you with the best service possible from our customers regarding SHENTEL	le.
	Billing Information		Disconnect Policy	
charges at the st miscellaneous ch made to your ser your next monthly you will see a p	month in advance for all recurring monthly art of your bill cycle. PPV, tolls and other arges are billed in arrears. Any changes vice during the month will be reflected in y billing. If you add or remove a service, rorated charge or credit applied to your targes for new services begin the day the d.	include a reconnect attempt of by way of delinquer in our of service in	ction of services due to failure to pay not not all services. If service is disconnected tion fee will be required to restore service. We notify you regarding your delinquent according for the notice or email. If you received not notice, your payment MUST be received by the date indicated on the notice to avoiterruption. If you feel you have received a notice are unable to pay before the date indicated	d, a will unt e a ved void e in
	Payment Policy		e, you need to call our billing department	
your bill. Unpaid b not paid in full fro	by the due date indicated on the front of alances are subject to a late fee. Balances m the prior month are past due and could ction of services. You may avoid any late	addition,	rangements before the disconnection date. Shentel reserves the right to deny service due to ng or unsettled account balance.	
	nterruptions by making sure payment is		Information on Services	
business days for	efore the due date. Please allow five (5) payments made at local banks.	Custome	ries on billing and service requests, please cont r Service by dialing 1-800-SHENTEL or via	
ONLINE:	e accepted methods of payment: www.shentel.com	website v	ww.shentel.com.	
MAIL: PHONE: BANK DRAFT: LOCAL BANKS:	PO Box 37014, Baltimore MD 21297 1-800-SHENTEL See above Refer to www.shentel.com or contact Customer Service for locations	Shentel programm	evision Service offers standard and premium Video Televis ning. Pricing is subject to all state and local ta Availability and channels vary by location.	
IN PERSON:	Refer to www.shentel.com for locations		Internet Access Service offers state-of-the-art high-speed Internet acces	SS.

Reporting Service Problems

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Personal Telephone Service

Shentel provides personal telephone service, local calling and long distance telephone service to customers within our service area. Pricing is subject to all state and local taxes and fees. Telephone service is not available in all areas. Please contact Customer Service for more information.





Bill Date: 09/16/13

Amount Due: \$164.32



Know what's **below**. **Call before** you dig.

INTERNET	7		
Service Charges f Date	or Description	Qty	Amount
09/16/13-10/15/13 09/16/13-10/15/13 Totals	10M Internet Wireless Cable Modem Rent Late Charge	1 1 1	\$49.95 \$8.00 \$5.00 \$62.95
Taxes, Fees & Sur	charges Description	Ta	ax Amount
Totals	State Sales Tax Local Sales Tax		\$0.34 \$0.08 \$0.42
Total			\$63.37



Statement Number:

Bill Date: 09/16/13

Amount Due: \$164.32

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Check here if providing any customer information on reverse side.

WEBSTER RD GLADE HILL VA 24092-3655

→ STATEMENT INFORMATION

Statement:
Billing Date
Due Date:
Total Amount Due:

09/25/13 10/15/13 \$145.45

Amount Enclosed:

Please include your statement number on your check and make payable to: SHENTEL

Shentel P.O. Box 37014 Baltimore, MD 21297-3014

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Please detach and return above portion with your payment



Always connected to you

To Reach Customer Service: Monday-Friday 8:00am-6:00pm Saturday 9:00am-1:00pm

Call: 1-800-SHENTEL

Write: P.O. Box 459, Edinburg, VA 22824

Web: www.shentel.com

STATEMENT SUMMARY

Statement Information

Statement	
Bill Date	09/25/13
Due Date	10/15/13

Previous Charges

Previous Bill Amount	\$145.44
Payments Received	\$145.44 cr
Balance Forward	\$0.00

Current Charges

Cable	\$104.50
Internet	\$34.95
Taxes & Surcharges	\$6.00
Total Current Charges	\$145.45

Total Amount Due \$145.45

Any unpaid balance is subjected to a \$5 late charge on 10/16/13

(1) IMPORTANT MESSAGES

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Customers may visit www.shentel.com

Enter a zip code in the search box to find answers to most questions. Customers can shop any time for products and services like Phone, TV and High-Speed Internet. We are always connected to you.



Bank Draft Authorization	Change of Billing Address
☐ New Bank Draft ☐ Change Existing Bank Draft	Address Line 1:
Statement Name:	Address Line O
Statement Number	Address Line 2:
Statement Number:	City:
Bank Name:	
	State:
Bank's Routing Number:	Zip:
Please include copy of voided check	
Signature:	
Thonk you for allowing CHENTEL to come you. We are	adianted to muculation you with the best comics weeking
Below you will find answers to the most frequently asked	edicated to providing you with the best service possible. I guestions from our customers regarding SHENTEL
services. For more information, call toll free 1-800-SHEN	
Billing Information	Disconnect Policy
Shentel hills one month in advance for all recurring monthly	Disconnection of services due to failure to pay may

Shentel bills one month in advance for all recurring monthly charges at the start of your bill cycle. PPV, tolls and other miscellaneous charges are billed in arrears. Any changes made to your service during the month will be reflected in your next monthly billing. If you add or remove a service, you will see a prorated charge or credit applied to your regular billing. Charges for new services begin the day the service is installed.

Payment Policy

Payment is due by the due date indicated on the front of your bill. Unpaid balances are subject to a late fee. Balances not paid in full from the prior month are past due and could lead to disconnection of services. You may avoid any late fees or service interruptions by making sure payment is received on or before the due date. Please allow five (5) business days for payments made at local banks.

The following are accepted methods of payment:

ONLINE: www.shentel.com

MAIL: PO Box 37014, Baltimore MD 21297

PHONE: 1-800-SHENTEL BANK DRAFT: See above

LOCAL BANKS: Refer to www.shentel.com or contact

Customer Service for locations

IN PERSON: Refer to www.shentel.com for locations

Reporting Service Problems

To reach Technical Support for any of your Shentel services call 24 hours a day, 7 days a week toll free 1-800-SHENTEL.

Disconnection of services due to failure to pay may include any and all services. If service is disconnected, a reconnection fee will be required to restore service. We will attempt to notify you regarding your delinquent account by way of phone, written notice or email. If you receive a delinquency notice, your payment MUST be received in our office by the date indicated on the notice to avoid service interruption. If you feel you have received a notice in error or are unable to pay before the date indicated on the notice, you need to call our billing department to make arrangements before the disconnection date. In addition, Shentel reserves the right to deny service due to an outstanding or unsettled account balance.

Information on Services

For inquiries on billing and service requests, please contact Customer Service by dialing 1-800-SHENTEL or via our website www.shentel.com.

Cable Television Service

Shentel offers standard and premium Video Television programming. Pricing is subject to all state and local taxes and fees. Availability and channels vary by location.

Personal Internet Access Service

Shentel offers state-of-the-art high-speed Internet access.

Personal Telephone Service

Shentel provides personal telephone service, local calling and long distance telephone service to customers within our service area. Pricing is subject to all state and local taxes and fees. Telephone service is not available in all areas. Please contact Customer Service for more information.





BIII Date: 09/25/13

Amount Due: \$145.45



Know what's **below**. Call before you dig.

CA	R	ı	E
CA	D)	4	-

or Table		
Description	Qty	Amount
Coach Bundle Discount	1	\$8.15 cr
Digital Essentials Cable	1	\$70.95
Copyright Fee	1	\$0.31
Broadcast TV Surcharge	1	\$2.54
Add'I SD/HD Converter	1	\$5.95
Digital Cinemax	1	\$14.95
Digital HBO	1	\$17.95
		\$104.50
	Description Coach Bundle Discount Digital Essentials Cable Copyright Fee Broadcast TV Surcharge Add'I SD/HD Converter Digital Cinemax	Description Qty Coach Bundle Discount 1 Digital Essentials Cable 1 Copyright Fee 1 Broadcast TV Surcharge 1 Add'I SD/HD Converter 1 Digital Cinemax 1

Taxes, Fees & Surcharges

Tax Amount Description State Comm Tax \$4.94

Right-of-Way Fee \$0.97 \$0.09 FCC Regulatory Fee \$6.00

Totals

Total

LOCAL FRANCHISE AUTHORITIES

Franklin County 1255 Franklin Street, Suite 112 Rocky Mount, VA 24151 (540) 483-3030 VA0471

INTERNET

Service Charges for ID: Date Description Qty Amount 09/25/13-10/24/13 Internet Discount \$5.00 cr 09/25/13-10/24/13 MACH II - Standard \$39.95 \$34.95

Total

\$34.95

\$110.50



Statement Number:

Bill Date: 09/25/13

Amount Due: \$145.45

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Check here if providing any customer information on reverse side.

BALL PARK RD ROCKY MOUNT VA 24151-4605

→ STATEMENT INFORMATION

Statement:
Billing Date
Due Date:
Total Amount Due:
Amount Enclosed:

09/07/13 **09/27/13** \$362.23

Please include your statement number on your check and make payable to: SHENTEL

Shentel P.O. Box 37014 Baltimore, MD 21297-3014

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Please detach and return above portion with your payment



Always connected to you

To Reach Customer Service: Monday-Friday 8:00am-6:00pm Saturday 9:00am-1:00pm

Call: 1-800-SHENTEL

Write: P.O. Box 459, Edinburg, VA 22824

Web: www.shentel.com

₽ STATEMENT SUMMARY

Statement Information

Statement	
Bill Date	09/07/13
Due Date	09/27/13

Previous Charges Previous Bill Amo

Previous Bill Amount	\$361.48
Payments Received	\$185.00 cr
Balance Forward	\$176.48

Current Charges

Internet	\$48.81
Cable	\$86.02
Telephone	\$39.49
Taxes & Surcharges	\$11.43
Total Current Charges	\$185.75

Total Amount Due \$362.23

Any unpaid balance is subjected to a \$5 late charge on 09/28/13

(1) IMPORTANT MESSAGES

How to Contact Shentel

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Call 1-800-SHENTEL 1-800-(743-6835)

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Enter a zip code in the search box to find answers to most questions. Customers can shop any time for products and services like Phone, TV and High-Speed Internet. We are always connected to you.



Please check box on front of page if providing any customer information below.

В	ank Draft Authorization	Change of Billing Address
New Bank Dra		Address Line 1:
Statement Number	r:	City:
Bank Name:		State:
_	include copy of voided check	Zip:
Below you will fi		edicated to providing you with the best service possible. I questions from our customers regarding SHENTEL TEL.
	Billing Information	Disconnect Policy
charges at the sta miscellaneous ch made to your serv your next monthly you will see a pr	nonth in advance for all recurring monthly art of your bill cycle. PPV, tolls and other arges are billed in arrears. Any changes vice during the month will be reflected in billing. If you add or remove a service, orated charge or credit applied to your arges for new services begin the day the l.	Disconnection of services due to failure to pay may include any and all services. If service is disconnected, a reconnection fee will be required to restore service. We will attempt to notify you regarding your delinquent account by way of phone, written notice or email. If you receive a delinquency notice, your payment MUST be received in our office by the date indicated on the notice to avoid service interruption. If you feel you have received a notice in error or are unable to pay before the date indicated on
	Payment Policy	the notice, you need to call our billing department to
your bill. Unpaid b	y the due date indicated on the front of alances are subject to a late fee. Balances in the prior month are past due and could	make arrangements before the disconnection date. In addition, Shentel reserves the right to deny service due to an outstanding or unsettled account balance.
	tion of services. You may avoid any late atterruptions by making sure payment is	Information on Services
received on or be	fore the due date. Please allow five (5) payments made at local banks.	For inquiries on billing and service requests, please contact Customer Service by dialing 1-800-SHENTEL or via our
The following are ONLINE:	accepted methods of payment: www.shentel.com	website www.shentel.com.
MAIL: PHONE: BANK DRAFT: LOCAL BANKS:	PO Box 37014, Baltimore MD 21297 1-800-SHENTEL	Cable Television Service Shentel offers standard and premium Video Television programming. Pricing is subject to all state and local taxes and fees. Availability and channels vary by location.
LOCAL BANKS.	See above Refer to www.shentel.com or contact Customer Service for locations	and 1000.7 Wallability and onarmolo vary by 100allori.
IN PERSON:	Refer to www.shentel.com or contact	Personal Internet Access Service Shentel offers state-of-the-art high-speed Internet access.

To reach Technical Support for any of your Shentel services call 24 hours a day, 7 days a week toll free 1-800-SHENTEL.

Personal Telephone Service

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Total

Bill Date: 09/07/13

Amount Due: \$362.23

\$6.95

\$46.44



Know what's **below**. Call before you dig.

INTERNET

Service Charges f	or The same		
Date	Description	Qty	Amount
09/07/13-10/06/13	Paperless Bill Credit	1	\$0.50 ci
09/07/13-10/06/13	10M Internet	1	\$49.95
09/07/13-10/06/13	Net Bundle Discount	1	\$5.64 ci
	Late Charge	1	\$5.00
Totals	-		\$48.81

404871 Total \$48.81

CABLE	7		
Service Charges f	or The State		
Date	Description	Qty	Amount
09/07/13-10/06/13	Copyright Fee	1	\$0.31
09/07/13-10/06/13	Broadcast TV Surcharge	1	\$2.54
09/07/13-10/06/13	Cable Bundle Discount	1	\$5.63 cr
09/07/13-10/06/13	Add'l SD/HD Converter	3	\$17.85
09/07/13-10/06/13	Digital Essentials Cable	1	\$70.95
Totals	-		\$86.02
Taxes, Fees & Sur	charge s		
	Description	Ta	ax Amount
	State Comm Tax		\$3.42
	Right-of-Way Fee		\$0.97
	FCC Regulatory Fee		\$0.09
Totals	•		\$4.48
Total			\$90.50

LOCAL FRANCHISE AUTHORITIES

Franklin County 1255 Franklin Street, Suite 112 Rocky Mount, VA 24151 (540) 483-3030 VA0471

TELEPHONE

Service Charges f	or Telephone:		
Date	Description	Qty	Amount
09/07/13-10/06/13	EMTA Wired-Rent	1	\$5.00
09/07/13-10/06/13	LNP Surcharge	1	\$0.17
09/07/13-10/06/13	Unlimited Phone	1	\$39.95
09/07/13-10/06/13	Phone Bundle Discount	1	\$5.63 cr
Totals		-	\$39.49
Taxes, Fees & Sure	charges Description	Tax	Amount
	State Sales Tax		\$0.22
	Local Sales Tax		\$0.05
	Federal Excise Tax		\$0.04 cr
	State Comm Tax		\$1.94
	Universal Service Fee		\$0.03
	Public Utility Comm Fee		\$0.08
	E-911 Fee		\$0.75
	USF Surcharge		\$3.92

TELEPHONE Service Charges for Telephone: Taxes, Fees & Surcharges Description Tax Amount Totals



Statement Number:

Bill Date: 09/07/13

Amount Due: \$362.23

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Check here if providing any customer information on reverse side.



→ STATEMENT INFORMATION

Statement: Billing Date Due Date:

Total Amount Due: Amount Enclosed: 09/07/13 09/27/13 \$316.94

Please include your statement number on your check and make payable to: SHENTEL

Shentel P.O. Box 37014 Baltimore, MD 21297-3014

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Please detach and return above portion with your payment



Always connected to you

To Reach Customer Service: Monday-Friday 8:00am-6:00pm Saturday 9:00am-1:00pm

Call: 1-800-SHENTEL

Write: P.O. Box 459, Edinburg, VA 22824

Web: www.shentel.com

STATEMENT SUMMARY

Statement Information

Statement	
Bill Date	09/07/13
Due Date	09/27/13

Previous Charges

Previous Bill Amount	\$339.93
Payments Received	\$121.00 cr
Balance Forward	\$218.93

Current Charges

Internet	\$36.48
Cable	\$57.32
Taxes & Surcharges	\$4.21
Total Current Charges	\$98.01

Total Amount Due \$316,94

Any unpaid balance is subjected to a \$5 late charge on 09/28/13

(1) IMPORTANT MESSAGES

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Enter a zip code in the search box to find answers to most questions. Customers can shop any time for products and services like Phone, TV and High-Speed Internet. We are always connected to you.



Bank I	Draft Authorization		Change of Billing Address	
	☐ Change Existing Bank Draft		s Line 1:s	
Statement Number:		City:		
Bank Name:		State:_		
Bank's Routing Numbe	r:			
Please incl	ude copy of voided check	Zip:		
Signature:				
Below you will find ar		d questio	to providing you with the best service possi ns from our customers regarding SHENTEL	ble.
Bill	ling Information		Disconnect Policy	

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www.shentel.com

MAIL:

PO Box 37014. Baltimore MD 21297

PHONE: BANK DRAFT: 1-800-SHENTEL

See above

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Customer Service for locations

IN PERSON:

Refer to www.shentel.com for locations

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Know what's **below. Call before** you dig.

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Service Charges f Date	or Description	Qty	Amount
09/07/13-10/06/13	3M Internet	1	\$29.95
09/07/13-10/06/13 09/07/13-10/06/13	Wired Cable Modem Rental Net Bundle Discount	1	\$5.00 \$3.47 cr
Totals	Late Charge	1 -	\$5.00 \$36.48
Taxes, Fees & Sur	charges Description	Ta	x Amount
	State Sales Tax Local Sales Tax		\$0.22 \$0.05
Totals	Looui Guido Fun	-	\$0.27
Total			\$36.75

CABLE

Totals

Service Charges f	or see a		
Date	Description	Qty	Amount
09/07/13-10/06/13	Copyright Fee	1	\$0.31
09/07/13-10/06/13	Broadcast TV Surcharge	1	\$2.54
09/07/13-10/06/13	Cable Bundle Discount	1	\$3.48 cr
09/07/13-10/06/13	Essentials Cable	1	\$57.95
Totals			\$57.32

Taxes, Fees & Surcharges

Total

rcharge s	
Description	Tax Amount
State Comm Tax	\$2.88
Right-of-Way Fee	\$0.97
FCC Regulatory Fee	\$0.09
	\$3.94
	\$61.26

LOCAL FRANCHISE AUTHORITIES

Franklin County 1255 Franklin Street, Suite 112 Rocky Mount, VA 24151 (540) 483-3030 VA0471



Statement Number:

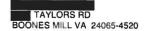
Bill Date: 09/07/13

Amount Due: \$316.94

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Check here if providing any customer information on reverse side.



→ STATEMENT INFORMATION

Statement:
Billing Date
Due Date:
Total Amount Due:
Amount Enclosed:

09/16/13 **10/06/13** \$77.67

\$_

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel P.O. Box 37014 Baltimore, MD 21297-3014

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Please detach and return above portion with your payment



Always connected to you

To Reach Customer Service: Monday-Friday 8:00am-6:00pm Saturday 9:00am-1:00pm

Call: 1-800-SHENTEL

Write: P.O. Box 459, Edinburg, VA 22824

Web: www.shentel.com

STATEMENT SUMMARY

Sta	tement	Int	orma	tion

Statement	
Bill Date	09/16/13
Due Date	10/06/13

Previous Charges

Previous Bill Amount	\$77.67
Payments Received	\$77.67 cr
Balance Forward	\$0.00

Current Charges

Internet	\$77.40
Taxes & Surcharges	\$0.27
Total Current Charges	\$77.67

Total Amount Due \$77.67

Any unpaid balance is subjected to a \$5 late charge on 10/07/13

(i) IMPORTANT MESSAGES

How to Contact Shentel

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Customers may visit www.shentel.com

Enter a zip code in the search box to find answers to most questions. Customers can shop any time for products and services like Phone, TV and High-Speed Internet. We are always connected to you.



В	ank Draft Authorization	Change of Billing Address
☐ New Bank Drai	t Change Existing Bank Draft	Address Line 1:
Statement Name:		Address Line 2:
Statement Number	r:	Address Line 2
		City:
Bank Name:		State:
Bank's Routing Nu	umber:	
Please	include copy of voided check	Zip:
Signature:		
Below you will fir	nd answers to the most frequently asked ore information, call toll free 1-800-SHEN	
	Billing Information	Disconnect Policy
miscellaneous chimade to your service is installed. Payment is due by your bill. Unpaid bill.	art of your bill cycle. PPV, tolls and other arges are billed in arrears. Any changes vice during the month will be reflected in a billing. If you add or remove a service, corated charge or credit applied to your arges for new services begin the day the day. Payment Policy by the due date indicated on the front of alances are subject to a late fee. Balances on the prior month are past due and could	include any and all services. If service is disconnected, a reconnection fee will be required to restore service. We will attempt to notify you regarding your delinquent account by way of phone, written notice or email. If you receive a delinquency notice, your payment MUST be received in our office by the date indicated on the notice to avoid service interruption. If you feel you have received a notice in error or are unable to pay before the date indicated on the notice, you need to call our billing department to make arrangements before the disconnection date. In addition, Shentel reserves the right to deny service due to an outstanding or unsettled account balance.
	tion of services. You may avoid any late nterruptions by making sure payment is	Information on Services
received on or be	efore the due date. Please allow five (5) payments made at local banks.	For inquiries on billing and service requests, please contact Customer Service by dialing 1-800-SHENTEL or via our
The following are	e accepted methods of payment:	website www.shentel.com.
ONLINE: MAIL:	www.shentel.com PO Box 37014, Baltimore MD 21297	Cable Television Service
PHONE:	1-800-SHENTEL	<u>Cable Television Service</u> Shentel offers standard and premium Video Television
BANK DRAFT:	See above	programming. Pricing is subject to all state and local taxes
LOCAL BANKS:	Refer to www.shentel.com or contact Customer Service for locations	and fees. Availability and channels vary by location.
IN PERSON:	Refer to www.shentel.com for locations	Personal Internet Access Service Shentel offers state-of-the-art high-speed Internet access.
Rej	porting Service Problems	Personal Telephone Service
To reach Technica	I Support for any of your Shentel services	Shentel provides personal telephone service, local calling
	, 7 days a week toll free 1-800-SHENTEL.	and long distance telephone service to customers within our

and long distance telephone service to customers within our service area. Pricing is subject to all state and local taxes and fees. Telephone service is not available in all areas. Please contact Customer Service for more information.





Bill Date: 09/16/13

Amount Due: \$77.67



Know what's **below**. **Call before** you dig.

INTERNET			
Service Charges to Date	for ID: ID: Description	Qty	Amount
09/16/13-10/15/13 09/16/13-10/15/13 09/16/13-10/15/13 09/16/13-10/15/13	Wire Maintenance 15M Internet	1 1 1	\$0.50 cr \$2.95 \$69.95 \$5.00
Totals Taxes, Fees & Sur	charges Description	Ta	\$77.40
Totals	State Sales Tax Local Sales Tax	e	\$0.22 \$0.05 \$0.27
Total			\$77.67



Bill Date: 09/16/13

Amount Due: \$77.67



Check here if providing any customer information on reverse side.



→ STATEMENT INFORMATION

Statement: Billing Date Due Date:

Total Amount Due:
Amount Enclosed:

09/25/13 10/15/13 \$454.30

\$ ____

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel P.O. Box 37014 Baltimore, MD 21297-3014

9900002978500011130925000454300143

Please detach and return above portion with your payment



Always connected to you

To Reach Customer Service: Monday-Friday 8:00am-6:00pm Saturday 9:00am-1:00pm

Call: 1-800-SHENTEL

Write: P.O. Box 459, Edinburg, VA 22824

Web: www.shentel.com

STATEMENT SUMMARY

Statement Information

Statement		
Bill Date	09/25/13	
Due Date	10/15/13	

Previous Charges

Previous Bill Amount	\$309.96
Payments Received	\$0.00
Balance Forward	\$309.96

Current Charges

\$74.32
\$65.48
\$4.54
\$144.34

Total Amount Due \$454.30

Any unpaid balance is subjected to a \$5 late charge on 10/16/13

(1) IMPORTANT MESSAGES

How to Contact Shentel

There are two easy ways to contact Shentel:

Call 1-800-SHENTEL 1-800-(743-6835)

Customers receive exceptional customer service and support from Shentel's well-trained, courteous representatives by dialing the toll-free number. Customer service is available Monday through Friday, 8 a.m.-6 p.m. and Saturday 9 a.m.-1p.m.

Customers may visit www.shentel.com



Change of Billing Address
Address Line 1:
Address Line 2:
Address Line 2.
City:
State:
Zip:
edicated to providing you with the best service possible I questions from our customers regarding SHENTEL
TEL.

Payment Policy

miscellaneous charges are billed in arrears. Any changes

made to your service during the month will be reflected in

your next monthly billing. If you add or remove a service,

you will see a prorated charge or credit applied to your regular billing. Charges for new services begin the day the

Payment is due by the due date indicated on the front of your bill. Unpaid balances are subject to a late fee. Balances not paid in full from the prior month are past due and could lead to disconnection of services. You may avoid any late fees or service interruptions by making sure payment is received on or before the due date. Please allow five (5) business days for payments made at local banks.

The following are accepted methods of payment:

ONLINE: www.shentel.com

service is installed.

MAIL: PO Box 37014, Baltimore MD 21297

PHONE: 1-800-SHENTEL See above

LOCAL BANKS: Refer to www.shentel.com or contact

Customer Service for locations

IN PERSON: Refer to www.shentel.com for locations

Reporting Service Problems

To reach Technical Support for any of your Shentel services call 24 hours a day, 7 days a week toll free 1-800-SHENTEL.

Disconnection of services due to failure to pay may include any and all services. If service is disconnected, a reconnection fee will be required to restore service. We will attempt to notify you regarding your delinquent account by way of phone, written notice or email. If you receive a delinquency notice, your payment MUST be received in our office by the date indicated on the notice to avoid service interruption. If you feel you have received a notice in error or are unable to pay before the date indicated on the notice, you need to call our billing department to make arrangements before the disconnection date. In addition, Shentel reserves the right to deny service due to an outstanding or unsettled account balance.

Information on Services

For inquiries on billing and service requests, please contact Customer Service by dialing 1-800-SHENTEL or via our website www.shentel.com.

Cable Television Service

Shentel offers standard and premium Video Television programming. Pricing is subject to all state and local taxes and fees. Availability and channels vary by location.

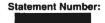
Personal Internet Access Service

Shentel offers state-of-the-art high-speed Internet access.

Personal Telephone Service

Shentel provides personal telephone service, local calling and long distance telephone service to customers within our service area. Pricing is subject to all state and local taxes and fees. Telephone service is not available in all areas. Please contact Customer Service for more information.





Bill Date: 09/25/13

Amount Due: \$454.30



Know what's **below**. **Call before** you dig.

CABLE

Amount
\$0.31
\$2.54
\$4.48 cr
\$70.95
\$5.00
\$74.32
y

Taxes, Fees & Surcharges
Description

 Description
 Tax Amount

 State Comm Tax
 \$3.48

 Right-of-Way Fee
 \$0.97

 FCC Regulatory Fee
 \$0.09

 \$4.54

\$78.86

Totals

Total

LOCAL FRANCHISE AUTHORITIES

Franklin County 1255 Franklin Street, Suite 112 Rocky Mount, VA 24151 (540) 483-3030 VA0471

INTERNET

Service Charges	for Carlo		
Date	Description	Qty	Amount
09/25/13-10/24/13	15M Internet	1	\$69.95
09/25/13-10/24/13	Net Bundle Discount	1	\$4.47 C
Totals			\$65.48
Total			\$65.48



Bill Date: 09/25/13

Amount Due: \$454.30



Check here if providing any customer information on reverse side.



→ STATEMENT INFORMATION

Statement:
Billing Date
Due Date:
Total Amount Due:
Amount Enclosed:

payable to: SHENTEL

09/02/13 **09/21/13** \$159.23

Please include your statement number on your check and make

Shentel P.O. Box 37014 Baltimore, MD 21297-3014

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Please detach and return above portion with your payment



Always connected to you

To Reach Customer Service: Monday-Friday 8:00am-6:00pm Saturday 9:00am-1:00pm

Call: 1-800-SHENTEL

Write: P.O. Box 459, Edinburg, VA 22824

Web: www.shentel.com

STATEMENT SUMMARY

Statement Information

Statement	
Bill Date	09/02/13
Due Date	09/21/13

Previous Charges

Previous Bill Amount	\$159.23
Payments Received	\$159.23 cr
Balance Forward	\$0.00

Current Charges

Cable	\$89.22
Internet	\$65.48
Taxes & Surcharges	\$4.53
Total Current Charges	\$159.23

Total Amount Due \$159.23

Any unpaid balance is subjected to a \$5 late charge on 09/22/13

1 IMPORTANT MESSAGES

How to Contact Shentel

There are two easy ways to contact Shentel:

Call 1-800-SHENTEL 1-800-(743-6835)

Customers receive exceptional customer service and support from Shentel's well-trained, courteous representatives by dialing the toll-free number. Customer service is available Monday through Friday, 8 a.m.-6 p.m. and Saturday 9 a.m.-1p.m.

Customers may visit www.shentel.com



	ank Draft Authorization	Observe of Billion Address
	ank Draft Authorization	Change of Billing Address
New Bank Draf		Address Line 1:
Statement Name:		Address Line 2:
Statement Numbe	r:	
		City:
Bank Name:		State:
Bank's Routing No	umber:	oldio.
Please	include copy of voided check	Zip:
Signature:		
Below you will fir	owing SHENTEL to serve you. We are don't answers to the most frequently asked ore information, call toll free 1-800-SHEN	
	Billing Information	Disconnect Policy
made to your serv your next monthly you will see a pr	arges are billed in arrears. Any changes vice during the month will be reflected in billing. If you add or remove a service, corated charge or credit applied to your arges for new services begin the day the d.	reconnection fee will be required to restore service. We wind attempt to notify you regarding your delinquent account by way of phone, written notice or email. If you receive a delinquency notice, your payment MUST be received in our office by the date indicated on the notice to avoid service interruption. If you feel you have received a notice in error or are unable to pay before the date indicated on
	Payment Policy	the notice, you need to call our billing department to
your bill. Unpaid be not paid in full from	by the due date indicated on the front of alances are subject to a late fee. Balances on the prior month are past due and could etion of services. You may avoid any late	make arrangements before the disconnection date. It addition, Shentel reserves the right to deny service due to a outstanding or unsettled account balance.
	nterruptions by making sure payment is	Information on Services
received on or be	efore the due date. Please allow five (5) payments made at local banks.	For inquiries on billing and service requests, please contact Customer Service by dialing 1-800-SHENTEL or via our
The state of the s	accepted methods of payment:	website www.shentel.com.
ONLINE: MAIL: PHONE:	www.shentel.com PO Box 37014, Baltimore MD 21297 1-800-SHENTEL	<u>Cable Television Service</u> Shentel offers standard and premium Video Televisio
BANK DRAFT: LOCAL BANKS:	See above Refer to www.shentel.com or contact Customer Service for locations	programming. Pricing is subject to all state and local taxe and fees. Availability and channels vary by location.
IN PERSON:	Refer to www.shentel.com for locations	<u>Personal Internet Access Service</u> Shentel offers state-of-the-art high-speed Internet access.
Rej	porting Service Problems	Personal Telephone Service
	I Support for any of your Shentel services , 7 days a week toll free 1-800-SHENTEL.	Shentel provides personal telephone service, local callin and long distance telephone service to customers within ou

Shentel provides personal telephone service, local calling and long distance telephone service to customers within our service area. Pricing is subject to all state and local taxes and fees. Telephone service is not available in all areas. Please contact Customer Service for more information.





Know what's **below**. **Call before** you dig.

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400	Α	9.4	-	
	-	101	4 4	

Service Charges	for		
Date	Description	Qty	Amount
09/02/13-10/01/13	Wire Maintenance	1	\$2.95
09/02/13-10/01/13	Copyright Fee	1	\$0.31
09/02/13-10/01/13	Broadcast TV Surcharge	1	\$2.54
09/02/13-10/01/13	Cable Bundle Discount	1	\$4.48 cr
09/02/13-10/01/13	Add'I HD Converter	1	\$5.95
09/02/13-10/01/13	B Digital Converter Disc.	1	\$5.95 cr
09/02/13-10/01/13	3 1st HD/DVR Converter	1	\$16.95
09/02/13-10/01/13	B Digital Essentials Cable	1	\$70.95
Totals			\$89.22

Taxes, Fees & Surcharges
Description

 Description
 Tax Amount

 State Comm Tax
 \$3.48

 Right-of-Way Fee
 \$0.97

 FCC Regulatory Fee
 \$0.08

 \$4.53

\$93.75

Total

Totals

LOCAL FRANCHISE AUTHORITIES Franklin County 1255 Franklin Street, Suite 112 Rocky Mount, VA 24151 (540) 483-3030 VA0471

INTERNET

Service Charges f	or ID:		
Date	Description	Qty	Amount
09/02/13-10/01/13	15M Internet	1	\$69.95
09/02/13-10/01/13	Net Bundle Discount	1	\$4.47 cr
Totals			\$65.48
Total			\$65.48



Bill Date: 09/02/13

Amount Due: \$159.23



Check here if providing any customer information on reverse side.

→ STATEMENT INFORMATION

Statement:
Billing Date
Due Date:
Total Amount Due:
Amount Enclosed:

09/16/13 10/06/13 \$0.91 cr

5 _

No payment required at this time.

PLEASANT HILL RD ROCKY MOUNT VA 24151-5150

△SHENTEL®

Always connected to you

To Reach Customer Service: Monday-Friday 8:00am-6:00pm Saturday 9:00am-1:00pm

Call: 1-800-SHENTEL

Write: P.O. Box 459, Edinburg, VA 22824

Web: www.shentel.com

STATEMENT SUMMARY

Statement Information

 Statement
 09/16/13

 Bill Date
 09/16/13

 Due Date
 10/06/13

Previous Charges

Previous Bill Amount	\$0.86 cr
Payments Received	\$42.00 cr
Balance Forward	\$42.86 cr

Current Charges

Internet	\$41.95
Taxes & Surcharges	\$0.00
Total Current Charges	\$41.95

Total Amount Due

\$0.91 cr

Please detach and return above portion with your payment

Any unpaid balance is subjected to a \$5 late charge on 10/07/13

1 IMPORTANT MESSAGES

How to Contact Shentel

There are two easy ways to contact Shentel:

Call 1-800-SHENTEL 1-800-(743-6835)

Customers receive exceptional customer service and support from Shentel's well-trained, courteous representatives by dialing the toll-free number. Customer service is available Monday through Friday, 8 a.m.-6 p.m. and Saturday 9 a.m.-1p.m.

Customers may visit www.shentel.com



Bank Draft Authorization	Change of Billing Address
☐ New Bank Draft ☐ Change Existing Bank Draft	Address Line 1:
Statement Name:	Address Line 2:
Statement Number:	Address Life 2.
	City:
Bank Name:	State:
Bank's Routing Number:	
Please include copy of voided check	Zip:
Signature:	
Thank you for allowing SHENTEL to serve you. We are dependently asked services. For more information, call toll free 1-800-SHEN	questions from our customers regarding SHENTEL
Billing Information	Disconnect Policy
Shentel bills one month in advance for all recurring monthly	Disconnection of services due to failure to pay may

Shentel bills one month in advance for all recurring monthly charges at the start of your bill cycle. PPV, tolls and other miscellaneous charges are billed in arrears. Any changes made to your service during the month will be reflected in your next monthly billing. If you add or remove a service, you will see a prorated charge or credit applied to your regular billing. Charges for new services begin the day the service is installed.

Payment Policy

Payment is due by the due date indicated on the front of your bill. Unpaid balances are subject to a late fee. Balances not paid in full from the prior month are past due and could lead to disconnection of services. You may avoid any late fees or service interruptions by making sure payment is received on or before the due date. Please allow five (5) business days for payments made at local banks.

The following are accepted methods of payment:

ONLINE:

www.shentel.com

MAIL:

PO Box 37014, Baltimore MD 21297

PHONE:

1-800-SHENTEL

BANK DRAFT:

See above

LOCAL BANKS: Re

Refer to www.shentel.com or contact

Customer Service for locations

IN PERSON:

Refer to www.shentel.com for locations

Reporting Service Problems

To reach Technical Support for any of your Shentel services call 24 hours a day, 7 days a week toll free 1-800-SHENTEL.

Disconnection of services due to failure to pay may include any and all services. If service is disconnected, a reconnection fee will be required to restore service. We will attempt to notify you regarding your delinquent account by way of phone, written notice or email. If you receive a delinquency notice, your payment MUST be received in our office by the date indicated on the notice to avoid service interruption. If you feel you have received a notice in error or are unable to pay before the date indicated on the notice, you need to call our billing department to make arrangements before the disconnection date. In addition, Shentel reserves the right to deny service due to an outstanding or unsettled account balance.

Information on Services

For inquiries on billing and service requests, please contact Customer Service by dialing 1-800-SHENTEL or via our website www.shentel.com.

Cable Television Service

Shentel offers standard and premium Video Television programming. Pricing is subject to all state and local taxes and fees. Availability and channels vary by location.

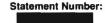
Personal Internet Access Service

Shentel offers state-of-the-art high-speed Internet access.

Personal Telephone Service

Shentel provides personal telephone service, local calling and long distance telephone service to customers within our service area. Pricing is subject to all state and local taxes and fees. Telephone service is not available in all areas. Please contact Customer Service for more information.





Bill Date: 09/16/13

Amount Due: \$0.91 cr



Know what's below. Call before you dig.

INTERNET

Service Charges for

Date

Qty Amount

09/16/13-10/15/13 MACH II Internet

\$41.95

Totals

\$41.95

Total

\$41.95



Bill Date: 09/16/13

Amount Due: \$0.91 cr



Check here if providing any customer information on reverse side.

PLEASANT HILL RD ROCKY MOUNT VA 24151-5184

→ STATEMENT INFORMATION

Statement:
Billing Date
Due Date:
Total Amount Due:
Amount Enclosed:

09/02/13 **09/21/13** \$118.77

\$ _

Please include your statement number on your check and make payable to: SHENTEL

Shentel P.O. Box 37014 Baltimore, MD 21297-3014

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Please detach and return above portion with your payment



Always connected to you

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Call: 1-800-SHENTEL

Write: P.O. Box 459, Edinburg, VA 22824

Web: www.shentel.com

STATEMENT SUMMARY

Statement Information

Statement	
Bill Date	09/02/13
Due Date	09/21/13

Previous Charges

Previous Bill Amount	\$118.77
Payments Received	\$118.77 cr
Balance Forward	\$0.00

Current Charges

Cable	\$73.80
Internet	\$39.95
Taxes & Surcharges	\$5.02
Total Current Charges	\$118.77

Total Amount Due \$118.77

Any unpaid balance is subjected to a \$5 late charge on 09/22/13

IMPORTANT MESSAGES

How to Contact Shentel

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Call 1-800-SHENTEL 1-800-(743-6835)

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Customers may visit www.shentel.com



F	Please check box on front of page if p	roviding any	customer information below.
Bank I	Draft Authorization		Change of Billing Address
	☐ Change Existing Bank Draft		Line 2:
Statement Number:			
Bank Name:			
Bank's Routing Numbe	er:		
Please incl	ude copy of voided check	Zip:	
Signature:			
Below you will find ar		ed question	o providing you with the best service possible. s from our customers regarding SHENTEL
Pill	ling Information	(Disconnect Policy

Shentel bills one month in advance for all recurring monthly charges at the start of your bill cycle. PPV, tolls and other miscellaneous charges are billed in arrears. Any changes made to your service during the month will be reflected in your next monthly billing. If you add or remove a service, you will see a prorated charge or credit applied to your regular billing. Charges for new services begin the day the service is installed.

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MAIL: PO Box 37014. Baltimore MD 21297

PHONE: 1-800-SHENTEL **BANK DRAFT:** See above

LOCAL BANKS: Refer to www.shentel.com or contact

Customer Service for locations

IN PERSON: Refer to www.shentel.com for locations

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